

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:2510
ANSWERED ON:04.12.2002
DELIVERY OF TELEPHONE BILLS
DILIP KUMAR MANSUKHLAL GANDHI

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Telephone Bills of Bharat Sanchar Nigam Limited (BSNL) do not reach to consumers in time particularly in rural areas;
- (b) if so, the reasons therefor and the steps taken by BSNL for timely delivery of Bills;
- (c) whether the BSNL propose to switch over the delivery of telephone bills from Department of Posts (DoP) to private courier services;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

- (a) & (b) Sir, generally all the telephone bills of BSNL reach its customers in time including in rural areas. Some cases of delayed delivery do however occur due to operational problems. Whenever such instances come to BSNL's notice, immediate action is taken to rectify the same and to issue duplicate bills wherever needed.
- (c) No, Sir. No such proposal is under consideration at BSNL head quarters.
- (d) Does not arise in view of (c) above.
- (e) It is BSNL's view that the Department of Posts has the most extensive, well established and reliable delivery network throughout the country, particularly in rural areas.